

Service Description

IBM Deployment Accelerator Services for IBM Cloud Paks

Upon acceptance of Client's order, this Service Description applies to the Acceleration Services to support Client's Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

1. Acceleration Service

Acceleration Services are expert services, as described in this SD, and are provided remotely to Client. For the purpose of this SD, if the base agreement references Cloud Services, then all such references apply to Acceleration Services, as applicable, and that base agreement shall govern the terms of this SD. These Acceleration Services are available for each of the following technology areas:

- Integration and Development
- Digital Business Automation
- Management and Platform

1.1 Services

The Client may select from the following available services.

1.1.1 IBM Deployment Accelerator Services for IBM Cloud Paks

IBM provides these services to architect, install, build and deploy an initial solution using the Red Hat OpenShift Container Platform and IBM Cloud Pak capabilities. Activities may include:

- Conduct solution architecture workshop.
- Install and configure Red Hat OpenShift Container Platform.
- Deploy and configure IBM Cloud Pak capabilities.
- Pilot Solution Build and deploy.

Each Engagement of this IBM Cloud Pak Deployment Accelerator Service includes consultation and delivery of a maximum of two hundred eighty (280) person-hours.

Activity 1 – Solution Management

IBM will provide up to forty (40) hours of solution management over a period of six weeks for the IBM responsibilities in this Service Description. The purpose of this activity is to provide technical direction and control of IBM project personnel and to provide a framework for project planning, communications, reporting, procedural and contractual activity. This activity is composed of the following tasks:

Planning

IBM will:

- a. review the Service Description and the contractual responsibilities of both parties with the Solution Manager;
- b. maintain project communications through the Solution Manager;
- c. coordinate the establishment of the solution environment;
- d. establish documentation and procedural standards for deliverable items and materials;
- e. assist the Solution Manager to prepare and maintain the project plan for the performance of this Service which will include the activities, tasks, assignments, milestones and estimates; and
- f. review with Client the hardware required for the performance of this Service.

Project Tracking and Reporting

IBM will:

- a. review project tasks, schedules, and resources and make changes or additions, as appropriate. Measure and evaluate progress against the project plan with Client's Solution Manager;
- b. review the IBM standard invoice format and billing procedure to be used on the project, with the Solution Manager;

- c. work with the Solution Manager to address and resolve deviations from the project plan;
- d. conduct regularly scheduled project status meetings;
- e. report time spent on the project to the Solution Manager; and
- f. administer the Change Control Procedure with the Solution Manager; and coordinate and manage the technical activities of IBM project personnel.

Completion Criteria:

- None

Deliverables:

- None

Activity 2 – Solution Architecture Workshop

Under this activity, IBM will provide an IBM Cloud Pak architect for a week to lead a series of discovery sessions with Client's business sponsor, business SMEs, and application owners. This may include whiteboard sessions, interviews with Client's staff, assessment of existing systems and review of documentation to create and present a high-level assessment for the use of the Solution based upon IBM recommended practices. Tasks will typically include:

- a. Establish a clear understanding of Client's business priorities and goals.
- b. Assessment of systems and applications that are part of the Solution.
- c. Identify a pilot solution for IBM Cloud Pak deployment.
- d. Elicit, review, and capture the characteristics of the pilot and define its scope.
- e. Validate that pilot fits within IBM Cloud Pak capabilities and can be completed in 3 weeks.
- f. Assess functional complexity of the solution, common exceptions, and their handling mechanisms.
- g. Review non-functional requirements (security, availability, performance, scalability) and data access.
- h. Review integration requirements with Client's systems of engagement and systems of record.
- i. Identify initial perceived risks and possible mitigations.
- j. Review pilot success factors and any associated metrics.
- k. Define the scope and plan for building the pilot.

Completion Criteria:

- Document detailing pilot solution identified, architecture workshop findings, architecture for potential infrastructure/solution, and the plan for pilot build, test, and deployment

Deliverables:

- None

Activity 3 – Infrastructure Build for Container Platform Foundation

This service will provide an IBM Cloud Pak SME for a week to help build Client's Red Hat OpenShift Container Platform required to deploy IBM Cloud Paks by following IBM recommended best practices.

Conduct initial readiness review

IBM solution management team will conduct readiness review sessions **remotely** prior to on-site engagement, on a mutually agreed upon date. Tasks will typically include:

- a. Outline and review pre-requisites needed for Red Hat OpenShift and other technologies that will be initiated as part of this solution.
- b. Gather information to calculate capacity / sizing for the customer infrastructure team to get the underlying compute/network/storage resources ready.

Install Red Hat OpenShift Container Platform

IBM will perform installation Services for Red Hat OpenShift Container Platform as per topology discussed during Activity 1. Tasks will typically include:

- a. Review system readiness to deploy the container platform.
- b. Review proposed architecture and deployment topology.
- c. Perform installation of Red Hat OpenShift Container Platform.
- d. Integrate the container platform with an LDAP compliant user registry (Optional).
- e. Deploy common operational services required to manage the container platform.
- f. Validate the health of the cluster by logging in to the Red Hat OpenShift console.
- g. Demo of the working container platform.

Completion Criteria:

- Install Summary Document

Deliverables:

- None

Activity 4 – Infrastructure Build for IBM Cloud Paks – Install and Configure IBM Cloud Pak capabilities

Under this activity, IBM will provide an IBM Cloud Pak specialist for a week to install, configure and deploy one (1) IBM Cloud Pak with up to two (2) capabilities on Red Hat OpenShift Container Platform. Tasks will typically include:

- a. Review container platform readiness for deploying IBM Cloud Paks.
- b. Perform installation of IBM Cloud Pak.
- c. Configure up to two (2) capabilities as agreed in Activity 1.
- d. Configure an LDAP compliant user registry.
- e. Deploy common operational services required for IBM Cloud Pak (optional).
- f. Validate the environment by logging into component portals.
- g. Demonstrate the IBM Cloud Pak functionalities.

Completion Criteria:

- Install Summary Document

Deliverables:

- None

Activity 5 – Pilot Solution Build-up and Deploy

In this activity, IBM will provide up to hundred and twenty (120) hours of services to build Client's initial pilot solution using up to two (2) capabilities deployed in Activity 3 on the IBM Cloud Pak platform. As a pre-requisite Client must conduct a solution architecture workshop to identify the potential solution to build an actionable plan and estimate for deployment.

IBM will undertake the following activities to build Client's pilot solution:

- a. Validate the IBM Cloud Pak platform is up and functional.
- b. Containerize/develop and configure the pilot solution.
- c. Perform configurations to operationalize the solution on the IBM Cloud Pak platform.
- d. Develop scripts to deploy the container images.
- e. Deploy the containerized images to IBM Cloud Pak running on Red Hat OpenShift.
- f. Unit test and debug the solution in the new environment.
- g. Participate in the configuration or resolution of errors with connections to the selected backend systems (e.g., database, LDAP). Prior to the pilot solution build, all the security approvals for such connectivity must be in place.

- h. Assist to remediate platform specific issues found during unit testing by troubleshooting and debugging the solution. Prior to the pilot solution build, all the functional tests that will be executed by the Client must be defined as well as the acceptance criteria.

Completion Criteria:

- None

Deliverables:

- A functional IBM Cloud Pak environment running on Red Hat OpenShift Container Platform
- Client's pilot application will be running on IBM Cloud Pak platform with an agreed test report. It is expected that Client will take care of merging changes into the code base and will continue additional functional and non-functional testing as required.
- Solution deployment document
- Deployment scripts (Optional)

What is not included:

- Hardware installation is not included.
- Creation of virtual machines and operating system
- Backup, recovery and disaster recovery
- Security compliance and hardening
- Governance processes
- Defining the functional testing criteria
- Performance test
- Test automation

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at <http://www.ibm.com/dpa/dpl> apply.

<http://www.ibm.com/software/sla/sladb.nsf/sla/sd-dpa-labor>

3. Service Levels and Technical Support

No Service Level Agreement or Technical Support is available for this Service.

4. Entitlement and Billing Information

4.1 Charge Metrics

The Acceleration Service is available under the charge metric specified in the Transaction Document:

- Engagement is a professional or training service related to the Cloud Services.

4.2 Remote Services Charges

A remote service will expire 90 days from purchase regardless of whether the remote service has been used.

5. Additional Terms

For Cloud Service Agreements (or equivalent base cloud agreements) executed prior to January 1, 2019, the terms available at <https://www.ibm.com/acs> apply.

5.1 Materials

Materials created by IBM in the performance of these offerings and delivered to Client (excluding any preexisting works on which those materials may be based) are works made for hire, to the extent permitted under applicable law, and are owned by Client. Client grants to IBM an irrevocable, perpetual, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works based on those materials.